

THEATRE DIRECT

EXCEPTIONAL THEATRE FOR YOUNG PEOPLE

POLICIES AND PROCEDURES

As with parents, your child's health and safety is our prime concern. Please understand that our policies and procedures have been created with your child's safety and well-being in mind.

Nut Policies

- We strive to be a nut-free environment here at Theatre Direct.

Illness

- Immediate care will be provided if your child becomes ill or injured while in class. We will contact you or your designated emergency contact as soon as possible and will make every effort to keep your child comfortable until your arrival. Please do not send your child to class if they have a contagious illness or a high fever.

Medication

- Please let us know if your child requires any prescribed or over the counter medications. If so please be as detailed as possible on our expanded information form.

Immunization

- In order to participate in Theatre Direct Programming we require that your child be immunized. We will ask for proof of immunization on the first day of your child's program. The health and safety of our students and community is very important to us. More information from Toronto Public Health can be found here:
<http://www.torontolip.com/Portals/0/Resources/Health/Toronto%20Public%20Health%20-%20Immunization%20of%20Children.pdf>
- If your child is not immunized please inform our Drama School Coordinator, Victoria Stacey at imagine@theatredirect.on.ca as soon as possible.

Head Lice (pediculosis)

- Parents are required to keep their child at home until the problem is cleared.
- All parents of children in a class in which a child or children are found to have head lice (pediculosis) will be sent a memo informing them of that fact.

Inclement Weather

- All programming will continue during inclement weather conditions. Appropriate dress is required for all weather conditions. Indoor facilities are available for class all day, every day during sessions. Should we need to cancel class due to extreme weather we will make every effort to contact families in a timely manner.

Behaviour Expectations

- All participants are encouraged to create and play in an inclusive cooperative and safe environment. We build ensemble by promoting Cooperation, Participation, Respect with our Voices and Bodies, and Listening.

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- Staff at Theatre Direct work collaboratively and positively with your child at all times however, we should have any difficulties or challenges with behaviour we will speak directly to a parent.

Refund / Cancellation Policy

- Refund request must be made in writing to the office 2 weeks prior to the start of each session. Requests are eligible for full refund; however, a \$25 administration fee is applied to all cancellations. After this time, class fees are non-refundable, except for medical reasons (a doctor's note will be required).

Office

- The Theatre Direct Office is open from Monday to Friday, from 9:00 am to 5:00 pm, daily. You can contact the Office by calling 416-537-4191. Should the phones be busy, please leave a detailed message and office staff will return your call as soon as possible.
- Theatre Direct does not recommended parent "drop-in" visits to class in order to minimize distractions or interruptions to children and programming.

Tickets

- As a member of Theatre Direct's Drama School your child receives one free ticket to our shows when accompanied by an adult. A trip to the theatre will enhance and compliment your child's experience in drama class.
- To purchase tickets for one of our upcoming shows please call our office at 416.537.4191

Parking

- Limited street parking is available on Christie Street, Benson Avenue and Wychwood Avenue. Please do not use Artscape Wychwood Barn sidewalk access as parking, however temporary.

Lost and Found

- A Lost and Found will be kept in the Office during the year. Please let us know if you have specific items that have gone missing. Please label all items to assist in this process. Any items that are found with name labels will be returned to campers.

Comments and Feedback

- We value your feedback and comments. Please feel free to phone, drop-in or e-mail us your comments. We look forward to incorporating your suggestions into future programming, and look forward to welcoming you back to our space for outstanding theatre for young audiences and excellent educational experiences for you and your family.